

## Unified Combined Plan Task Force

### "True North," WA State Workforce System: What/Where do we want to get to?

June 18, 2015

#### 1. Help more people find and keep jobs that lead to economic self-sufficiency, with a focus on disadvantaged populations.

##### Customer choice/empowerment

- Offer menu of services emphasizing client choice
- Provide front-line staff with enough knowledge to help participants choose services
- Put resources into customers' hands so they can make good choices
- Use strategies that build individual resiliency
- Incorporate individual and family capacity building/resilience into One-stop and system service delivery, mission, vision, values
- Navigation process for customers
- First "do no harm" as we move forward
- Ensure universal access through barrier removal solutions and appropriate technology

**Comment [ELM1]:** Addition requested by Mark (DSB)

##### Uninterrupted path toward career goals

- Meaningful career pathway without gaps in service
- Supported path for individuals/families to achieve vision and goals (Thrive vs. Survive)
- Focus on "future workforce", youths and students – starting early (k-12, post-secondary, apprenticeships, etc.)

- Intentionally design credentials/pathways that lead to self-sufficiency – living wages
- Look beyond “living wages” to move people up into middle income
- WA highest labor/Workforce participation rate
- Highest percentage of individuals with disabilities employed
- Highest percentage of individuals with barriers earning at least State minimum wage

## 2. Close skill gaps for employers, with a focus on in-demand industry sectors and occupations.

- Meaningful employer participation
- Resources for participants and employers to make connections
- Employers choose to grow and create jobs in WA because we have robust/strongest Workforce in the Nation (and world)
- WA highest labor/Workforce participation rate
- Highest percentage of individuals with disabilities employed
- Thriving/healthy communities
- Highest percentage of individuals with barriers earning at least State minimum wage

## 3. Work together as a single, seamless team to make this happen.

### Seamless client experience

- Customers greeted and assisted at all doors
- Seamless “no wrong door” access to services
- One-Stops equipped to meet participants needs, no matter the barriers, with minimum angst

**Comment [ELM2]:** From Marie (SBCTC) - Suggest we include a comment specific to having better tools available to identify the skill gap (state, region, and local) for local labor markets and enhancing how we provide that information to job searchers (based on previous discussions and other work group meetings)

**Comment [ELM3]:** From Marie - Suggest we enhance this statement to read: Resources for participants to know and contribute towards meeting labor market needs” and “Employers connecting to validate data and better inform the characteristics of the skill gap”.

- All customers are provided easy access to services and programs through universal access and technology solutions

**Comment [ELM4]:** Addition requested by Mark

- Cross system, uninterrupted, easy access
- Reduce the burden (certainly not add burden) to WorkFirst Parents in terms of requirements for receipt of assistance and services
- Navigation process for customers

#### **Blended/Braided funding and resources (invisible – behind the scenes for the participant)**

- Fix disjointed provision of services
- Integrate more DSHS services seamlessly (like Medicaid global waiver)
- Focus on “future workforce”, youths and students – starting early
- Provide front-line staff with enough knowledge to help participants choose services
- Easy access to services through cross agency planning
- Cross system, uninterrupted, easy access
- All components of WorkSource have a unified menu
- Seamless services based on research/data and other documented successful systemic efforts (e.g. Apple Health)

**Comment [ELM5]:** From Marie – Suggest this be framed as, “provide services in a conjoined delivery system.”

#### **Culture shift – team work, collaboration, client and employer services, engagement and support**

- Provide front-line staff with enough knowledge to help participants choose services

- Open doors wider (all included) and provide access to services (this has been discussed in the past to include physical access, technology access - access to technology and through technology, - and resource based access.
- Specificity - less rhetoric – more implementation
- Surface an identifiable “Workforce Home” for every Washingtonian – All Washingtonians and employers know about and can access the “Workforce Home”
- Robust/Strongest Workforce in the Nation (and world)
- First “do no harm” as we move forward
- Reduce the burden (certainly not add burden) to WorkFirst Parents in terms of requirements for receipt of assistance and services
- Recognize unique skills and abilities of client
- Incorporate individual and family capacity building/resilience into service delivery, mission, vision, values